AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution	
			Low	FCR Total
AGRC	Application Development	Terry Davis	1 / 1	1 / 1
		Assigned to Individual Total	1 / 1	1 / 1
	Application Services	Danielle Hood	1 / 0	1 / 0
		Tony Larsen	1 / 0	1 / 0
		Assigned to Individual Total	2 / 0	2 / 0
	Capitol Hosting	Curtis Parker	2 / 1	2 / 1
		Joe Benson	1 / 0	1 / 0
		Mycah Mattox	2 / 0	2 / 0
		Assigned to Individual Total	5 / 1	5 / 1
	Enterprise Security	Loren Snodgrass	1 / 0	1 / 0
		Assigned to Individual Total	1 / 0	1 / 0

AGRC

			Low	FCR Total
AGRC	Help Desk	Brenda Treadway	1 1	1 1
		Julie VanBeekum	1 1	1 1
		Assigned to Individual Total	2 2	2 2
	Network Operations	Dave Bodily	1 0	1 0
		Robert Ryan	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Rural South Desktop Support	Joel Finlinson	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Voice Operations	Britany Egan	1 0	1 0
		Romanza Hamblin Sorensen	1 1	1 1
		Assigned to Individual Total	2 1	2 1
	Assigned Group Total		16 6	16 6
Customer Company Total			16 6	16 6

AGRC

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - Missed Inital Response**	
			Low	MIR Total
AGRC	Application Development	Terry Davis	1 1	1 1
		Assigned to Individual Total	1 1	1 1
	Application Services	Danielle Hood	1 0	1 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Capitol Hosting	Curtis Parker	2 0	2 0
		Joe Benson	1 0	1 0
		Mycah Mattox	2 1	2 1
		Assigned to Individual Total	5 1	5 1
	Enterprise Security	Loren Snodgrass	1 1	1 1
		Assigned to Individual Total	1 1	1 1

AGRC

			Low	MIR Total
AGRC	Help Desk	Brenda Treadway	10	10
		Julie VanBeekum	10	10
		Assigned to Individual Total	20	20
	Network Operations	Dave Bodily	10	10
		Robert Ryan	10	10
		Assigned to Individual Total	20	20
	Rural South Desktop Support	Joel Finlinson	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Britany Egan	10	10
		Romanza Hamblin Sorensen	10	10
		Assigned to Individual Total	20	20
	Assigned Group Total		163	163
Customer Company Total			163	163

Enterprise Incident Report March 2012

As of 4/2/2012

AGRC

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number -Average time in hours**	
			Low	ATTIR Total
AGRC	Application Development	Terry Davis	1 2.12	1 2.12
		Assigned to Individual Total	1 2.12	1 2.12
	Application Services	Danielle Hood	1 0.50	1 0.50
		Tony Larsen	1 0.00	1 0.00
		Assigned to Individual Total	2 0.25	2 0.25
	Capitol Hosting	Curtis Parker	2 0.46	2 0.46
		Joe Benson	1 0.12	1 0.12
		Mycah Mattox	2 2.14	2 2.14
		Assigned to Individual Total	5 1.07	5 1.07
	Enterprise Security	Loren Snodgrass	1 3.96	1 3.96
		Assigned to Individual Total	1 3.96	1 3.96

AGRC

			Low	ATTIR Total
AGRC	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Julie VanBeekum	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	2 0.00
	Network Operations	Dave Bodily	1 0.09	1 0.09
		Robert Ryan	1 0.00	1 0.00
		Assigned to Individual Total	2 0.04	2 0.04
	Rural South Desktop Support	Joel Finlinson	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Voice Operations	Britany Egan	1 0.23	1 0.23
		Romanza Hamblin Sorensen	1 0.16	1 0.16
		Assigned to Individual Total	2 0.20	2 0.20
	Assigned Group Total		16 0.78	16 0.78
Customer Company Total			16 0.78	16 0.78

AGRC

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution	
			Low	MR Total
AGRC	Application Development	Terry Davis	1 0	1 0
		Assigned to Individual Total	1 0	1 0
	Application Services	Danielle Hood	1 0	1 0
		Tony Larsen	1 0	1 0
		Assigned to Individual Total	2 0	2 0
	Capitol Hosting	Curtis Parker	2 1	2 1
		Joe Benson	1 0	1 0
		Mycah Mattox	2 0	2 0
		Assigned to Individual Total	5 1	5 1
	Enterprise Security	Loren Snodgrass	1 0	1 0
		Assigned to Individual Total	1 0	1 0

AGRC

			Low	MR Total
AGRC	Help Desk	Brenda Treadway	10	10
		Julie VanBeekum	10	10
		Assigned to Individual Total	20	20
	Network Operations	Dave Bodily	10	10
		Robert Ryan	10	10
		Assigned to Individual Total	20	20
	Rural South Desktop Support	Joel Finlinson	10	10
		Assigned to Individual Total	10	10
	Voice Operations	Britany Egan	10	10
		Romanza Hamblin Sorensen	10	10
		Assigned to Individual Total	20	20
	Assigned Group Total		161	161
Customer Company Total			161	161

AGRC

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - Average time in hours**	
			Low	ATTR Total
AGRC	Application Development	Terry Davis	1 2.60	1 2.60
		Assigned to Individual Total	1 2.60	1 2.60
	Application Services	Danielle Hood	1 0.57	1 0.57
		Tony Larsen	1 0.00	1 0.00
		Assigned to Individual Total	2 0.29	2 0.29
	Capitol Hosting	Curtis Parker	2 16.69	2 16.69
		Joe Benson	1 0.21	1 0.21
		Mycah Mattox	2 2.44	2 2.44
		Assigned to Individual Total	5 7.70	5 7.70
	Help Desk	Brenda Treadway	1 0.00	1 0.00
		Julie VanBeekum	1 0.00	1 0.00

AGRC

			Low	ATTR Total
AGRC	Help Desk	**Assigned to Individual Total**	2 0.00	2 0.00
	Network Operations	Dave Bodily	1 5.60	1 5.60
		Robert Ryan	1	1
		Assigned to Individual Total	2 5.60	2 5.60
	Rural South Desktop Support	Joel Finlinson	1 0.00	1 0.00
		Assigned to Individual Total	1 0.00	1 0.00
	Voice Operations	Britany Egan	1 1.33	1 1.33
		Romanza Hamblin Sorensen	1 0.16	1 0.16
		Assigned to Individual Total	2 0.75	2 0.75
	Assigned Group Total		15 3.25	15 3.25
Customer Company Total			15 3.25	15 3.25

AGRC

Detail

INC000000458529	Michael Foulger	Network	None	None		TIR Missed:	Yes	3.96
	Enterprise Security	Loren Snodgrass	AGRC	Low	Closed	TTR Missed:	N/A	
INC000000460063	Scott T Davis	Network	None	None		TIR Missed:	No	0.09
	Network Operations	Dave Bodily	AGRC	Low	Resolved	TTR Missed:	No	5.60
INC000000470496	Scott T Davis	None	None	None		TIR Missed:	No	0.72
	Capitol Hosting	Curtis Parker	AGRC	Low	Closed	TTR Missed:	Yes	33.18
INC000000472156	Hussein Yazdani	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Help Desk	Brenda Treadway	AGRC	Low	Closed	TTR Missed:	No	0.00
INC000000472950	Matt Peters	None	None	None		TIR Missed:	No	0.00
	Network Operations	Robert Ryan	AGRC	Low	Closed	TTR Missed:	No	
INC000000473574	Mike Heagin	Application	None	Utah Master Directory		TIR Missed:	No	0.21
	Capitol Hosting	Curtis Parker	AGRC	Low	Closed	TTR Missed:	No	0.21
INC000000476657	Matt Peters	Server	Error	None		TIR Missed:	No	0.12
	Capitol Hosting	Joe Benson	AGRC	Low	Closed	TTR Missed:	No	0.21
INC000000477291	Bert Granberg	Telecom	Call Management	Telephone		TIR Missed:	No	0.23
	Voice Operations	Britany Egan	AGRC	Low	Closed	TTR Missed:	No	1.33
INC000000478410	Matt Peters	Network	Password	None		TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	AGRC	Low	Closed	TTR Missed:	No	0.00
INC000000478818	Spencer Jenkins	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed:	No	0.50
	Application Services	Danielle Hood	AGRC	Low	Closed	TTR Missed:	No	0.57
INC000000479048	Scott T Davis	None	None	None		TIR Missed:	Yes	4.05
	Capitol Hosting	Mycah Mattox	AGRC	Low	Closed	TTR Missed:	No	4.65
INC000000479869	Scott T Davis	None	None	None		TIR Missed:	Yes	2.12
	Application Development	Terry Davis	AGRC	Low	Resolved	TTR Missed:	No	2.60
INC000000480945	Sean Fernandez	Network	Error	None		TIR Missed:	No	0.00
	Rural South Desktop Support	Joel Finlinson	AGRC	Low	Resolved	TTR Missed:	No	0.00
INC000000483959	Jessica Pechmann	Application	Error	None		TIR Missed:	No	0.00
	Application Services	Tony Larsen	AGRC	Low	Resolved	TTR Missed:	No	0.00
INC000000486050	Matt Peters	Application	None	None		TIR Missed:	No	0.24
	Capitol Hosting	Mycah Mattox	AGRC	Low	Resolved	TTR Missed:	No	0.24
INC000000486282	Michael Foulger	Telecom	Voice Mail	Telephone		TIR Missed:	No	0.16
	Voice Operations	Romanza Hamblin Sorensen	AGRC	Low	Resolved	TTR Missed:	No	0.16